(c) how many complaints have come to the notice of Government; and

(d) the progress made in regard to the disposal of the complaints received during the last one year?

THE MINISTER OF CIVIL AVIA-TOIN AND TOURISM (SHRI GHU. LAM NABI AZAD): (a) to (d) Com. plaints received by the Department of Tourism are taken up for remedial action with the agents providing hotel tourism services as well as with the law enforcing agencies at the State and Central levels through its Headquarters as well as Regional Offices. Action is taken for providing satisfaction to the tourists by amic able settlements or through the law enforcing agencies. Complaints are received both by the Headquarters as well as the Regional Offices and are dealt with depending on the nature of the complaints. Every effort is made to see that the tourist is satisfied;

Flight between Visakhapatnam and Hyderabad

1407. SHRI V. HANUMANTHA RAO: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Indian Airlines will introduce a flight between Visakhapatnam and Hyderabad;

(b) what are the reasons for discontinuing the Hyderabad-Visakhapa-nam flight; and

(c) the steps proposed to receive this flight?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHU-LAM NABI AZAD): (a) No, Sir.

(b) and (c) Due to operating crew constraint and poor passenger demand Hyderabad.Vizag thrice weekly service was withdrawn with effect from 3rd April, 1994. Indian Airlnes has no plans to reintroduce this flight at present.

Proposal to reduce operating cost of Indian Airlines

1408, SHRI YERRA NARAYANA. SWAMY; Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether there is any proposal to reduce the air fare in Indian Airlines;

(b) whether Indian Airlines will try to economise its administrative cost;

(c) whether any outside agency has been called to give advice on how to reduce operating costs of Indian Airlines; and

(d) if not whether such a step will taken?

THE MINISTER OF CIVIL AVIA-TOIN AND TOURISM (SHRI GHU-LAM NABI AZAD): (a) No, Sir.

(b) Indian Airlines has taken the following steps to economise its administrative cost— (i) Reduction in) overtime allowance wherever possible.

(ii) Close monitoring of 'no-time performance'.

(iii) Stepping up utilisation of existing fleet.

(iv) Control of unproductive expenditure.

(v) Frequent pre-flight checks to avoid wastage on food upliftment/ catering items.

(vi) Reduction in other administrative expenses like, telephones, travelling. printing and stationery etc.

(c) and (d) No, *Sir.*